

30 July 2012

Harry Hertz  
Director  
Baldrige Performance Excellence Program  
100 Bureau Drive, Stop 1020  
Gaithersburg, MD 20899-1020

Dear Dr. Hertz,

I am writing to congratulate the community and staff of the Baldrige Performance Excellence Program on the occasion of the Baldrige Program's 25th anniversary.

As a member of the Global Excellence Model (GEM) Council and a partner of the Baldrige Program, SAI Global is pleased to offer our warm and hearty congratulations to the Program and its participants. The Baldrige Program has been a valued partner throughout the years and a committed and exemplary contributor to the global Excellence movement.

We have enjoyed the many opportunities for mutual learning and benchmarking throughout the past and look forward to ongoing mutually beneficial collaboration.

I wish you a joyous anniversary celebration and much success in the years to come.

Yours sincerely,



Ravi Fernando  
Head of Improvement Solutions  
SAI Global